



**URBAN
SAINTS**
WESTBROOK

Guest Service Coordinator

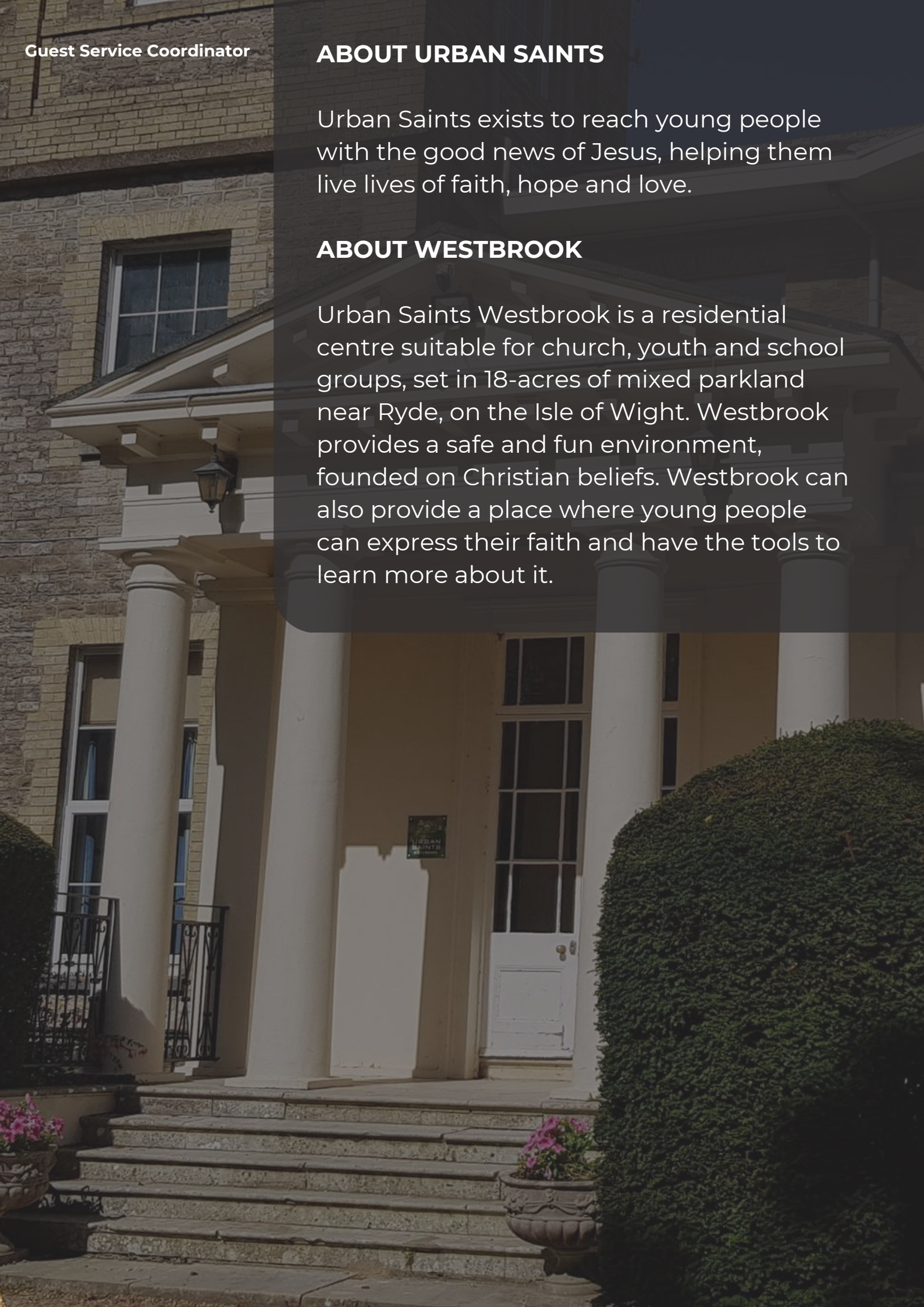
Information Pack

ABOUT URBAN SAINTS

Urban Saints exists to reach young people with the good news of Jesus, helping them live lives of faith, hope and love.

ABOUT WESTBROOK

Urban Saints Westbrook is a residential centre suitable for church, youth and school groups, set in 18-acres of mixed parkland near Ryde, on the Isle of Wight. Westbrook provides a safe and fun environment, founded on Christian beliefs. Westbrook can also provide a place where young people can express their faith and have the tools to learn more about it.



OVERALL PURPOSE OF THE ROLE

We are looking for **two** full-time Guest Service Coordinators to work at Westbrook, on a fixed-term contract until 17th November 2025.

As Guest Services Coordinator, you will be the main liaison for visiting groups during their stay at Westbrook, whilst also getting involved in different aspects of the working life of Westbrook. A successful Guest Services Coordinator will have excellent people skills, be organised, and be able to work their time flexibly, including evenings and weekends as required.

KEY RESPONSIBILITIES

- Be responsible for the general supervision of the Centre on a rota basis when groups are visiting (including evenings and weekend. This includes:
- Meet the hospitality and practical needs of guests on a rota basis, including the effective and safe serving of food, accommodation and matters of security, compliance and safety. This will include some evenings and night-time emergencies.
- Assist the Operations Manager with all practical matters of guest delivery, for the aims and programmes for their visit.
- Delivery of Westbrook's regulatory compliance tasks and communications as they apply to site visitors and groups in residence.
- Monitor the security of the Centre at times in absence of the Operations Manager.
- Assist visiting groups in their programme delivery through practical support and hospitality.
- Open and close the Centre as required, along with other general key holder responsibilities.
- Supervise the kitchen, activity and domestic team when on duty, and assist in such domestic, activity, and catering duties as required.
- Assist with various on-site activities, such as orienteering, as required.
- Assist with work around the grounds and general maintenance as required.

KEY RESPONSIBILITIES CONTINUED

- Attend weekly Westbrook team meetings, and regular Urban Saints team meetings, and other Urban Saints commitments as reasonably required.
- Assist with the development of further site activities/ opportunities at the Centre.
- Ensure that the Urban Saints mission is promoted as it applies to Westbrook.

Some specific tasks the the post-holder will assist with at Westbrook alongside the above responsibilities:

- Answering the telephone, general administration and support with bookings.
- Laundry.
- Making beds.
- Cleaning rooms.

The above list of job duties is not exclusive or exhaustive, and the post holder may be required to undertake other duties that reasonably fall within the nature of the role and responsibilities of the post. There will be out-of-hours work required.

ABOUT YOU

We are looking for someone who can make all visitors and guests at Westbrook feel welcome by embodying the values of compassion, kindness, humility, gentleness and patience. A strong candidate will be: sympathetic to the mission and ethos of Urban Saints, enjoy interacting with visitors, able to work in a diverse team and be willing to engage in all the different facets involved in the hospitality sector.

WHAT YOU ARE BRINGING TO URBAN SAINTS?

Skills and Abilities

- Flexible and adaptable approach to working
- Strong interpersonal skills
- Excellent communication skills including confident, customer friendly manner
- Eager to learn
- Able to use Office 365
- Able to lead activities for young people and adults
- Able to drive a minibus (desirable)

Knowledge and Experience

- Experience of working as part of a team.
- Have organised and run activities or events for groups.
- Prior work with young people.
- Evidence of providing a good customer service experience.
- Experience in hospitality, or an activity/ residential centre
- Worked with a charity (desirable)
- Assisted with maintenance activities (desirable)

Personal Approach and Attributes

- Proactive
- Personable
- Able to work independently and as part of a team

Christian Ethos

1. Urban Saints is a Christian charity, and Westbrook is the Urban Saints residential centre. Anyone applying for a role at Westbrook must be sympathetic to the Christian ethos and values of Urban Saints.

Benefits

- 25 days annual leave plus bank holidays per annum (pro-rated for part time roles)
- Pension Scheme: we contribute 6% to the Urban Saints pension scheme.
- Life assurance: you will receive life assurance cover to the value of four times your annual pensionable salary.
- Eight volunteering days per annum: you will have an opportunity to volunteer for one of our events or a similar charity of choice (pro-rated for part time roles).

Terms and Conditions

- **Job Title:** Guest Service Coordinator
- **Department:** Westbrook
- **Responsible to:** Westbrook Operations Manager
- **Terms:** Fixed-term
- **Salary/rate:** £25,000 – £27,000 per annum (depending on experience)
- **Location:** Urban Saints Westbrook, Isle of Wight
- **Hours:** 37.5 hours per week (full-time), to be worked flexibly, including evening and weekend work
- **Start Date:** As soon as possible
- **End Date:** 17th November 2025
- **Requirements:** Team engagement - Infrequently, there may be a requirement for Westbrook employees to engage in wider Urban Saints team events, for example, a residential team gathering. This will be managed by the Westbrook Operations Manager.
- Due to the nature of this position, any offer of employment with Urban Saints will be subject to a satisfactory DBS check.

How to Apply:

To apply for this role, send an email to recruitment@urbansaints.org with:

- Your CV.
- A covering letter explaining why you are a good match with this role, making reference to the responsibilities, skills and experience identified in the recruitment pack.

The closing date for applications is Monday 31st March, midday. Please note, we will be actively reviewing applications ahead of the closing date and reserve the right to close applications before this date.